

Special Meeting

November 8, 2004
10:00 a.m.

A special meeting of the Municipal Civil Service Commission convened on Monday, November 8, 2004, at 10:20 a.m. with Priscilla Tyson and Grady Pettigrew in attendance.

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RE: *Review and approval of the minutes from the August 30, 2004, regular meeting.*

The minutes were approved as written.

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RE: *Review and approval of the minutes from the September 9, 2004, special meeting.*

The minutes were approved as written.

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RE: *Review and approval of the minutes from the September 27, 2004, regular meeting.*

The minutes were approved as written.

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RE: *Review and approval of the minutes from the October 25, 2004, regular meeting.*

The minutes were approved as written.

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RE: *Review of the results of the pre-hearing conferences for the following appeals:*

- a. Anthony Williams vs. Columbus Public Schools, Appeal No. 04-BA-0005. Custodian II – Discharge – hearing scheduled for December 6, 2004.*
- b. Carole E. Mitchell vs. Columbus Public Schools, Appeal No. 04-BA-0012. Account Clerk – 10-day Suspension – hearing scheduled for December 20, 2004.*

PRESENT: Theresa Lynn Carter, Deputy Executive Director

Anthony Williams – Custodian II, Columbus Public Schools (CPS), discharged for AWOL. This is a hearing on the merits and mitigation. Appellant intends to call three witnesses and CPS intends to call one witness. Each side estimates their case will last no longer than two hours, for a total of four hours.

Carole Mitchell – Account Clerk, Columbus Public Schools (CPS), ten-day suspension for neglect of duty, malfeasance and insubordination. This is a hearing on the merits and mitigation. Appellant intends to call two witnesses and CPS anticipates calling three witnesses. The appellant's case will take less than one hour and CPS estimates their case will take no more than an hour and a half, for a total of less than three hours.

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RE: *Rule Revisions.*

No Rule revisions were submitted this month.

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RE: *Request of the Columbus Public Schools to grant their motion to dismiss the appeal of Patrick Torgerson, Appeal No. 04-BA-0004 (demotion).*

The Commission reviewed the appeal filed by Mr. Torgerson regarding his demotion from the position of Head Custodian I with the Columbus Public Schools (CPS). The Commission also reviewed CPS's motion to dismiss the appeal on the basis that the demotion was within the probationary period and therefore is not subject to appeal.

A motion to approve the request was made, seconded and passed unanimously.

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RE: *Request of the Columbus Public Schools to grant their motion to dismiss the appeal of Roy Kelley, Appeal No. 04-BA-0008 (layoff).*

Request of the Columbus Public Schools to grant their motion to dismiss the appeal of Arnetta Burke, Appeal No. 04-BA-0009 (layoff).

The Commissioners reviewed the appeals filed by Mr. Kelley and Ms. Burke regarding their layoff from the position of Custodian II by the Columbus Public Schools (CPS). The Commissioners also reviewed the motion by CPS to dismiss these appeals on the basis that both employees have been recalled to their positions as Custodian IIs; therefore, the appeals are moot.

A motion to approve the request was made, seconded and passed unanimously.

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RE: *Request of the Columbus Public Schools to grant their motion to dismiss the appeal of Tina Brady, Appeal No. 04-BA-0015 (layoff).*

The Commissioners reviewed the appeal filed by Ms. Brady regarding her layoff from the position of Instructional Assistant with the Columbus Public Schools (CPS). The Commissioners also reviewed the motion by CPS to dismiss this appeal on the basis that Instructional Assistants are not in the classified service and therefore the Commission does not have jurisdiction over her appeal.

A motion to approve the request was made, seconded and passed unanimously.

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RE: *Trial Board Recommendations.*

No trial board recommendations were submitted this month.

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RE: *Columbus Public Schools Classification Actions.*

No Columbus Public Schools classification actions were submitted this month.

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RE: *Request of the Civil Service Commission staff to approve the specification review for the classification Equal Opportunity Officer with no revisions (Class Code 0800).*

Request of the Civil Service Commission staff to approve the specification review for the classification Equal Opportunity Specialist with no revisions (Class Code 0799).

PRESENT: Tammy Rollins, Personnel Administrative Officer

Both classifications were reviewed as part of the Commission's effort to review all classifications every five years. Based on the information received from the Department, there are no changes requested at this time.

A motion to approve the request was made, seconded, and passed unanimously.

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RE: *Request of the Civil Service Commission staff to revise the specification for the classification Telecommunications Specialist I (Class Code 0609).*

This item was deferred.

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RE: *Request of the Civil Service Commission staff to revise the specification for the classification Telecommunications Specialist II (Class Code 0610).*

This item was deferred.

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RE: *Request of the Civil Service Commission staff to revise the specification for the classification Refuse Collection Division Administrator (Class Code 0221).*

PRESENT: Tammy Rollins, Personnel Administrative Officer

Tammy Rollins, Personnel Administrative Officer, presented the Commission's request to revise the specification for the classification Refuse Collection Division Administrator in response to the Commission's objective to review all classifications every five years to ensure accuracy; this classification was last reviewed in July of 1999. There is currently one incumbent serving in the classification.

No revisions to the definition were recommended. Minor revisions to the examples of work section of the specification were recommended to reflect the responsibilities assigned to and work performed by the Refuse Collection Division Administrator. The minimum qualifications were recommended for revision to require possession of a bachelor's degree and five years of managerial experience over a large operation that included planning and directing the activities of a large work force, two years of which must have been as manager over a large group of employees through several managers or supervisors. This represents an increase in the experience requirement from four to five years, which is more consistent with other division administrator classifications. This also represents a two-year differential between this classification and the assistant administrator that is again more consistent with other division administrator class series. It was further recommended that the substitution allowing experience to substitute for part of the education be removed. The current substitution does not exist at the assistant administrator level causing the lower class to have a higher education requirement, which is not appropriate within a class series. The only revision to the knowledge, skills and abilities section of the specification was to include a skill to operate a computer and related software. No revisions to the noncompetitive examination type or 365 days probationary period were recommended.

A motion to approve the request was made, seconded, and passed unanimously.

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RE: *Request of the Civil Service Commission staff to revise the specification for the classification Refuse Collection Division Assistant Administrator (Class Code 0222).*

PRESENT: Tammy Rollins, Personnel Administrative Officer.

Tammy Rollins, Personnel Administrative Officer, presented the Commission's request to revise the specification for the classification Refuse Collection Division Assistant Administrator in response to the Commission's objective to review all classifications every five years to ensure accuracy; this classification was last reviewed in March 2000; there are currently no incumbents serving in the classification.

No revisions to the definition or examples of work sections of the specification were recommended. It was recommended that the minimum qualifications section be revised to require possession of a bachelor's degree and three years of managerial experience over a large operation that included planning and directing the activities of other employees; one year of which must have been as a supervisor over one or more supervisors. The only revision to the knowledge, skills and abilities section of the specification was to include the skill to operate a computer and related software. No revisions to the noncompetitive examination type or 365 day probationary period were recommended.

A motion to approve the request was made, seconded, and passed unanimously.

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RE: *Request of the Civil Service Commission staff to revise the specification for the Classification Engineering and Construction Operations Manager, retitle it to read Street Operations Manager and amend Rule XI accordingly (Class Code 3981).*

This item was deferred.

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RE: *Request of the Civil Service Commission staff to revise the specification for the classification Police Records Technician Supervisor (Class Code 0446).*

PRESENT: Elizabeth Reed, Personnel Analyst Supervisor

Elizabeth Reed presented the Commission's request to revise the specification for the classification Police Records Technician Supervisor as part of the Civil Service Commission's effort to review all classifications every five years. This classification was last reviewed in September of 1999. There are currently four incumbents assigned to the Department of Public Safety.

No revision to the definition was recommended. Revisions to the examples of work were recommended to more accurately reflect the specific duties of Police Records Technician Supervisors. It was recommended that "Must obtain Assistant Terminal Agency Coordinator (TAC) Certification prior to the end of the probationary period" be added to the minimum qualifications. Revisions to the knowledge, skills and abilities were recommended to more accurately reflect the requirements of the position. No revisions to the 270-day probationary period or the competitive examination type were recommended.

A motion to approve the request was made, seconded, and passed unanimously.

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RE: *Request of the Civil Service Commission staff to revise the specification for the classification Police Communications Technician Supervisor (Class Code 3005).*

PRESENT: Elizabeth Reed, Personnel Analyst Supervisor

Elizabeth Reed presented the Commission's request to revise the specification for the classification Police Communications Technician Supervisor as part of the Commission's effort to review all classifications every five years; this classification was created in 1995 and has not been updated since November 2002. There are seven employees assigned to this classification.

No revisions to the definition were recommended. Under examples of work, the term "Cobox" was deleted and replaced by the term "computer" as a result of changes in equipment; additional

revisions were recommended to more accurately reflect the specific duties of the Police Communications Technician Supervisor. No revisions to the minimum qualifications were recommended. It was recommended that “knowledge of the operations of PoliceNET” be added to the knowledge, skills and abilities section of the specification to more accurately encompass the knowledge necessary for performance of the tasks. No revisions to the competitive examination type or the 365-day probationary period were recommended.

A motion to approve the request was made, seconded, and passed unanimously.

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RE: *Request of the Civil Service Commission staff to revise the specification for the classification Police Communications Technician (Class Code 3004).*

PRESENT: Elizabeth Reed, Personnel Analyst Supervisor

Elizabeth Reed presented the Commission’s request to revise the specification for the classification Police Communications Technician as part of the Commission’s effort to review all classifications every five years; this classification was created in 1986 and has not been updated since October of 1999. There are currently ninety-eight employees assigned to this classification.

No revisions to the definition were recommended. It was recommended that the examples of work section of the specification be revised to reflect that freeway call boxes are no longer in use and to correct the abbreviation for teletypewriter for the deaf from TYY to TTY. No revisions to the minimum qualifications were recommended. Revisions to the knowledge, skills and abilities were recommended to more accurately reflect current terminology. No revisions to the competitive examination type or the 365-day probationary period were recommended.

A motion to approve the request was made, seconded, and passed unanimously.

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RE: *Request of the Civil Service Commission staff to create the specification for the classification 311 Service Manager, designate the examination type as noncompetitive, assign a probationary period of 365 days and amend Rule XI accordingly.*

Request of the Civil Service Commission staff to create the specification for the classification 311 Service Supervisor, designate the examination type as competitive, assign a probationary period of 365 days and amend Rule XI accordingly.

Request of the Civil Service Commission staff to create the specification for the classification 311 Service Representative II, designate the examination type as competitive, assign a probationary period of 270 days and amend Rule XI accordingly.

Request of the Civil Service Commission staff to create the specification for the classification 311 Service Representative I, designate the examination type as competitive, assign a probationary period of 270 days and amend Rule XI accordingly.

PRESENT: Barbara Crawford, Personnel Analyst II

Barbara E. Crawford presented this request to create four new classification specifications as a result of a directive to the Department of Technology (DoT) to implement a 311 non-emergency call center management information system (CC-MIS) in order to improve the delivery of City services. Initially virtual call centers will be located in the Mayor’s Action Center and the Division of Refuse, Public Service Department. The virtual call centers will be staffed during normal business hours and as the system expands, additional positions will be added. Long-range plans call for a centralized location and a 24 hour-per-day, 7-day per week operation. The DoT requested the creation of a class series specific to the 311 CC-MIS.

The definition for the 311 Service Manager is “Under general direction, is responsible for the functional and administrative operations and activities of the non-emergency 311 Call Center; performs other duties as required.” The examples of work section of the specification was developed to illustrate the type of work to be performed by this classification. The minimum qualifications for this classification include completion of the twelfth school grade and five years of customer service experience in a large volume call center environment that includes at least two years of supervisory experience. A certificate of high school equivalence (GED) will be accepted in lieu of the education requirement. The knowledge, skills and abilities section of the specification include overseeing multiple activities with varying degrees of responsibilities to citizens/customers, staff and City management; an incumbent in this classification must have excellent organizational and interactive skills as well as a command of the policies and procedures associated with outstanding customer service. It was recommended that the examination type be designated noncompetitive and that a 365-day probationary period be assigned.

The definition for the 311 Service Supervisor is “Under direction, is responsible for supervising employees engaged in responding to and processing non-emergency requests for City services, problem resolution, and/or general information: performs other duties as required.” The examples of work section of the specification was developed to illustrate this position is responsible for supervising service representatives and assisting the 311 Service Manager. The minimum qualifications for this classification are completion of the twelfth school grade and two years of experience as a 311 Service Representative II or comparable customer service experience. A certificate of high school equivalence will be accepted in lieu of the education requirement. The knowledge, skills and abilities section of the specification include responsibility for resolving difficult or complex situations, and for providing instruction and guidance to subordinate personnel. It was recommended that the examination type be designated competitive and that a 365-day probationary period be assigned.

The definition for the 311 Service Representative II is “Under direction, is responsible for leading and participating in the response to and processing of requests for City services, problem resolution, and/or general information: performs other duties as required”. The examples of work section of the specification was written to illustrate this position is responsible for answering both telephone calls and walk-in inquiries, handling more difficult or complex requests, entering the data received into the reporting systems and providing support service to subordinate personnel. The minimum qualifications for this classification are completion of the twelfth school grade and two years of experience as a 311 Service Representative I or comparable customer service experience. A certificate of high school equivalence will be accepted in lieu of the education requirement. The knowledge, skills and abilities section of the specification include responsibility for handling more extensive or complex issues and in reality, will need to handle more difficult or dissatisfied individuals. It was recommended that the examination type be designated competitive and that a 270-day probationary period be assigned.

The definition for the 311 Service Representative I is “Under general supervision, is responsible for responding to and processing non-emergency requests for City services, problem resolution, and/or general information; performs other duties as required”. The examples of work section of the specification was written to illustrate this position is intended to be the entry-level class in the 311 Call Center series. Incumbents will be responsible for answering both telephone calls and walk-in inquiries and entering the data received into the reporting system. The minimum qualifications for this classification are completion of the twelfth school grade and one year of experience in customer service that involves handling customer inquiries, complaints, and operation of a computer. A certificate of high school equivalence will be accepted in lieu of the education requirement. The knowledge, skills and abilities section of the specification include the need to possess the knowledge, skills and abilities necessary to deal with people of different personalities and temperaments, seeking resolutions to a variety of issues. It was recommended that the examination type be designated competitive and that a 270-day probationary period be assigned.

A motion to approve the request was made, seconded, and passed unanimously.

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RE: *Residency Hearing Reviews.*

No residency hearing reviews were submitted this month.

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RE: *Personnel Actions.*

No personnel actions were submitted this month.

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RE: *Administrative/Jurisdictional Reviews.*

BACKGROUND ADMINISTRATIVE REVIEWS

Post Examination Removals		
<u>Name of Applicant</u>	<u>Position applied for</u>	<u>BAR #</u>
Eric L. Goshay	Firefighter	04-BR-073
Cindy White	Police Communications Technician	04-BR-074
Harley M. DeLong	Police Communications Technician	04-BR-075
Donna Dupree	Police Communications Technician	04-BR-076
LaDonna Little	Police Communications Technician	04-BR-077
Tika Cromwell	Police Communications Technician	04-BR-078
Adam R. Puthoff	Firefighter	04-BR-079
Lisa Hamilton	Police Communications Technician	04-BR-080

After reviewing the files of Eric L. Goshay and Adam R. Puthoff, the Commissioners decided their names would not be reinstated to the Firefighter eligible list.

After reviewing the files for Tika Cromwell and Cindy White, the Commissioners decided their names would be reinstated to the Police Communications Technician eligible list. After reviewing the files of Harley M. DeLong, Donna Dupree and Lisa Hamilton, the Commissioners decided their names would not be reinstated to the Police Communications Technician eligible list. The Commissioners deferred their decision on whether to reinstate LaDonna Little to the Police Communications Technician eligible list and requested additional information from Commission staff.

Police Officer Applicants Removed During the Prescreening Process
Todd J. Ashton
Matt Mellinger
David Z. White

The Commissioners reviewed the files of three police officer applicants for an administrative review of the decision of the Executive Director to reject their applications due to a violation of the background standards for police officers during the pre-screening process.

After reviewing the files of Todd J. Ashton, Matt Mellinger and David Z. White, the Commissioners decided that their applications would not be accepted and they would not be permitted to take the police officer examination.

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The special meeting was adjourned at 10:47 a.m.

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Priscilla R. Tyson, Commission President

Date